

What is claimed is:

1. A server device comprising:
  - a communications section which sends and receives  
predetermined information to and from at least one customer terminal
  - 5 and at least one sales-staff terminal which are connected with each  
other through a communications network;
  - a product-information sender which sends predetermined  
product information to the at least one customer terminal through  
said communications section;
  - 10 a contact-information receiver which receives contact  
information sent from the at least one customer terminal in  
association with the product information sent by said product-  
information sender, through said communications section;
  - an information acquirer which acquires information regarding a
  - 15 customer corresponding to the at least one customer terminal, in  
accordance with the contact information received by said contact-  
information receiver; and
  - a sales-information sender which sends the information acquired  
by said information acquirer and the contact information received by
  - 20 said contact-information receiver, to the at least one sales-staff  
terminal through said communications section.
2. The server device according to claim 1, wherein:
  - said product-information sender sends a Web page including  
predetermined product information to the at least one customer
  - 25 terminal; and

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said sales-information sender sends an e-mail including the information acquired by said information acquirer and the contact information received by the contact-information receiver, to the at least one sales-staff terminal.

5        3.    The server device according to claim 1, further including:  
a customer-information storage section which stores information regarding at least one registered customer, in advance; and

a staff-information storage section which stores information regarding at least one sales staff in association with the information  
10 stored in said customer-information storage section, and

wherein said information acquirer acquires information regarding the customer corresponding to the at least one customer terminal from said customer-information storage section, and acquires also the information regarding a sales staff corresponding to  
15 the customer from said staff-information storage section, and

said sales-information sender sends an e-mail including the information regarding the customer and acquired by said information acquirer and the contact information received by said contact-information receiver, to an e-mail address included in the information  
20 regarding the at least one sales staff and acquired by said information acquirer.

4.    A method for supporting sales performance, comprising the steps of:

sending predetermined product information to at least one  
25 customer terminal via a communications network;

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receiving contact information sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring information regarding a customer corresponding to the  
 5 at least one customer terminal, in accordance with the contact information received at said step of receiving the contact information; and

sending the information acquired at said step of acquiring the information and the contact information received at said step of  
 10 receiving the contact information, to at least one sales staff terminal through a communications network.

5. The method according to claim 4, wherein:

said step of sending the product information includes a step of sending a Web page including the predetermined product information  
 15 to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the information acquired at said step of acquiring the information, said at least one sales staff terminal.

6. A method for supporting sales performance, comprising  
 20 the steps of:

sending a Web page including product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving contact information sent from said at least one  
 25 customer terminal in association with the product information sent at

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said step of sending the product information;

acquiring information regarding a customer corresponding to  
said at least one customer terminal, from a predetermined storage  
section storing customer information, in accordance with the contact  
5 information received at said step of receiving the contact  
information;

acquiring information regarding at least one corresponding sales  
staff, from a predetermined storage section storing sales staff  
information, in accordance with the information acquired at said step  
10 of acquiring the information regarding the customer; and

setting, as an addressee, an e-mail address included in the  
information acquired at said step of acquiring the information  
regarding the at least one corresponding sales staff, thereby sending  
an e-mail including the information acquired at said step of acquiring  
15 the customer information and the contact information received at said  
step of receiving the contact information, said to at least one sales-  
staff terminal of the at least one corresponding sales staff through a  
communications network.

7. A computer readable recording medium recording a  
20 program for controlling a computer to execute a method for  
supporting sales performance comprising the steps of:

sending predetermined product information to at least one  
customer terminal via a communications network;

receiving contact information sent from the at least one customer  
25 terminal in association with the product information sent at said step

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of sending the product information;

acquiring information regarding a customer corresponding to the  
at least one customer terminal, in accordance with the contact  
information received at said step of receiving the contact

5 information; and

sending the information acquired at said step of acquiring the  
information and the contact information received at said step of  
receiving the contact information, to at least one sales staff terminal  
through a communications network.

10 8. A data signal embodied in a carrier wave and representing an  
instruction sequence for controlling a computer to execute a method  
for supporting sales performance comprising the steps of:

sending predetermined product information to at least one  
customer terminal via a communications network;

15 receiving contact information sent from the at least one customer  
terminal in association with the product information sent at said step  
of sending the product information;

acquiring information regarding a customer corresponding to the  
at least one customer terminal, in accordance with the contact

20 information received at said step of receiving the contact  
information; and

sending the information acquired at said step of acquiring the  
information and the contact information received at said step of  
receiving the contact information, to at least one sales staff terminal

25 through a communications network.

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9. A server device comprising:
- a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal connected with each other
  - 5 through a communications network;
  - a product-information sender which sends predetermined product information to the at least one customer terminal through said communications section;
  - a request-information receiver which receives request
  - 10 information, sent from the at least one customer terminal in association with the product information sent by said product-information sender, through said communications section;
  - an information acquirer which acquires information regarding a customer corresponding to the at least one customer terminal and
  - 15 product information corresponding to the request information, in accordance with the request information received by said request-information receiver; and
  - a sales-information sender which sends the information acquired by said information acquirer to the at least one sales-staff terminal
  - 20 through the communications section.
10. The server device according to claim 9, wherein:
- said product-information sender sends a Web page including the predetermined product information to the at least one customer terminal; and
  - 25 said sales-information sender sends an e-mail including the

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information acquired by said information acquirer to the at least one sales-staff terminal.

11. A server device comprising:

- a customer-information storage section which stores in advance
- 5 information regarding at least one registered customer;
- a staff-information storage section which stores information regarding at least one sales staff in association with information regarding the at least one customer stored in said customer-information storage section;
- 10 a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal through a communications network;
- a customer-information sender which sends the information
- 15 stored in said customer-information storage section to the at least one customer terminal through said communications section;
- a request-information receiver which receives request information, sent from the at least one customer terminal in association with the information sent by said customer-information
- 20 sender and for requesting to update registered information, through said communications section;
- an information updating section which updates the information regarding the at least one customer and being received by said request-information receiver; and
- 25 a sales-information sender which sends the information updated

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by said information updating section, to the at least one sales-staff terminal through the communications section.

12. The server device according to claim 11, wherein:

said customer-information sender sends a Web page including  
5 the customer information corresponding to the at least one customer terminal to the at least one customer terminal; and

said sales-information sending section sends an e-mail including the information updated by said information updating section, to said at least one sales-staff terminal.

10 13. A method for supporting sales performance, comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

15 receiving request information sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring information regarding a customer corresponding to the at least one customer terminal and the product information

20 corresponding to the request information, in accordance with the request information received at said step of receiving the request information; and

sending the information acquired at said step of acquiring the information to said at least one sales-staff terminal through a

25 communications network.

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14. The method according to claim 13, wherein:

said step of sending the product information includes a step of sending a Web page including the predetermined product information to the at least one customer terminal; and

5       said step of sending the sales information includes a step of sending an e-mail including the information acquired at said step of acquiring the information, to the at least one sales-staff terminal.

15. A method for supporting sales performance, comprising the steps of:

10       sending information regarding at least one customer registered in a predetermined storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information, sent from the at least one  
15       customer terminal in association with the customer information sent at said step of sending the customer information and representing a request for updating registered information;

updating the information registered in the predetermined storage section, in accordance with the request information received at said  
20       step of receiving the request information; and

sending the information updated at said step of updating the information, to at least one sales-staff terminal through a communications network.

16. The method according to claim 15, wherein:

25       said step of sending the customer information includes a step of

sending a Web page including the customer information  
corresponding to the at least one customer terminal, to the at least  
one customer terminal; and

said step of sending the sales information includes a step of  
5 sending an e-mail including the information updated at said step of  
updating the information, to the at least one sales-staff terminal.

17. A computer readable recording medium recording a  
program for controlling a computer to execute a method for  
supporting sales performance, said method comprising the steps of:

10 sending predetermined product information, in response to  
accessing from at least one customer terminal through a  
communications network, to the at least one customer terminal;

receiving request information sent from the at least one customer  
terminal in association with the product information sent at said step  
15 of sending the product information;

acquiring information regarding a customer corresponding to the  
at least one customer terminal and the predetermined product  
information corresponding to the request information, in accordance  
with the request information received at said step of receiving the  
20 request information; and

sending the information acquired at said step of acquiring the  
information to at least one sales-staff terminal through a  
communications network.

18. A computer readable recording medium recording a  
25 program for controlling a computer to execute a method for

supporting sales performance, said method comprising the steps of:

- 5        sending information regarding a customer and being stored in a predetermined storage section, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

         receiving request information for requesting to update registered information, sent from the at least one customer terminal in association with the customer information sent at said step of sending the information;

10        updating the customer information stored in the predetermined storage section, in accordance with the request information received at said step of receiving the request information; and

         sending the customer information updated at said step of updating the customer information, to at least one sales-staff terminal

15        through a communications network.

19. A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

- 20        sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

         receiving request information sent from the at least one customer terminal in association with the product information sent at said step

25        of sending the product information;

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acquiring information regarding a customer of the at least one customer terminal and the product information corresponding to the request information, in accordance with the request information received at said step of receiving the request information; and

- 5        sending the information acquired at said step of acquiring the information to at least one sales-staff terminal through a communications network.

20.    A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a  
10    method for supporting sales performance, said method comprising the steps of:

- sending information regarding a customer registered in a predetermined storage section, in response to accessing from at least one customer terminal through a communications network, to the at  
15    least one customer terminal;

      receiving request information sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information;

- updating the information regarding the customer stored in the  
20    predetermined storage section, in accordance with the request information received at said step of receiving the request information; and

- sending the information including the information updated at said step of updating the information to at least one sales-staff  
25    terminal through a communications network.

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